Job Title: Telecommunications Supervisor

Department: Police

Immediate

Supervisor: Telecommunications Manager

Origination Date:	10/22/2002
Revision Date:	07/01/2012
Job Grade	809
FLSA Status	Non-exempt

BRIEF DESCRIPTION OF THE JOB:

Provides supervision and oversight to an assigned shift of the Telecommunications Division in the Police Department. This division provides services to the Police Department and community that include receiving and processing 911, emergency, non-emergency, and administrative calls for police and fire services, dispatching officers and equipment by voice radio and computer systems, and performing related work as necessary to provide for public safety. Coordinates activities with other city departments, divisions, and external agencies; assists the Telecommunications Manager in the development of policies and procedures affecting operation of the Telecommunications Division, and provides for direct supervision, including performance reviews and general disciplinary actions of the assigned Telecommunications Operators. As a working supervisor, this employee will also be responsible for performing all of the duties assigned to a Telecommunications Operator.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Supervises Telecommunications Operators by providing direction and answers in all types of operational questions and concerns. Oversees and monitors dispatch operations. Demonstrates advanced knowledge of radio, phone and computer systems used within the division. Observes, trains, monitors, reviews and corrects the work of Telecommunications Operators as needed to insure compliance with policies and procedures. Directs employees and work details during critical incidents. Handles scheduling and 24/7 staffing issues caused by illness, vacation, and training. Submits correction information for 911 misroutes to the appropriate organization. Researches and processes requests for recorded information. Notifies the public of information or instructions regarding a major incident by utilizing the Community Emergency Notification System (CENS). Researches, investigates and follows up on citizen and interdepartmental complaints regarding dispatch operations. Ensures that all equipment is functional; calling repair personnel as needed. Troubleshoots minor equipment problems and keeps detailed equipment records.

	Physical	
	Strength	
	Code	ESSENTIAL FUNCTIONS
2	S	Manages Telecommunications Operators assigned to their shift by conducting employee appraisals and coaching sessions. Ensures the appropriate personnel are scheduled to work each shift, managing staffing levels to include covering unscheduled leave and vacation. Documents and works to improve performance of assigned employees through development and use of performance plans, call reviews, and personnel performance record (PPR) entries. Handles line level counseling and discipline, and provides input on higher levels of discipline for employees. Reviews payroll forms for direct reports and submits change of status forms to the Human Resources department as needed.
3	S	Performs all the duties of a Telecommunications Operator. Answers 911, non-emergency, and administrative phone lines; operates the radio system; processes emergency and non-emergency calls for service through the CAD system; dispatches, documents, and tracks officer movements and status.
4	S	Acts as a training coordinator and instructor for Communications Training Officers (CTO's). Establishes and facilitates new employee training program by attending NEO events, providing direct training, reviewing and correcting daily observation reports (DOR's), and updating and modifying changes in training policy and procedures as needed. Provides written reports and/or recommendations to the Telecommunications Manager regarding the progress of a new employee. Performs all of the functions of a CTO as needed.
5	S	Acts as the first point of contact for equipment malfunctions within the Communications Center. Reviews the problem or malfunction and determines best course of action to bring resolution to the issue. This may include direct action through trouble-shooting the problem and/or notifying the correct maintenance personnel. Reports all significant incidents and repairs to other division employees and management with a shared commitment for teamwork.
6	S	Assists Telecommunications Manager as directed. Manages projects as assigned including budget and finance duties, policy review, purchasing division supplies, and facilitating the hiring/testing process for new Telecommunication Operators. Assists with the duties of System Security Officer for the ACJIS system (including validations and TOC testing). Rewrites and/or suggests additions/deletions to department's policies, procedures and training manual. Researches and compiles statistical information through the CAD and Positron phone systems as needed. Attends meetings as primary or in the Manager's absence as needed. Performs all additional duties assigned by the Manager.

JOB REQUIREMENTS:

	JOB REQUIREMENTS
Formal Education/ Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six-months/one year of advanced study or training past the high school equivalency. Community college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum three years experience in a related field.
Certifications and Other Requirements	Current Terminal Operator Certificate from Arizona or other state using NCIC.
Reading	Work requires the ability to read local, state, and federal laws, statutes, and codes; operating manuals; ACJIS manuals and guidelines; and various policies, rules, and regulations.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division, and general accounting.
Writing	Work requires the ability to write policies, procedures and guidelines; training manuals; presentations; reports; and correspondence.
Managerial	Semi-Complex - Work requires supervising and monitoring performance for a regular group of employees including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.
Policy/Decision Making	Moderate - The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Projects and daily work are managed with little oversight, however special assignments and significant work products may be reviewed upon completion. Typical positions in this category are supervisory, highly technical, or lower level professional jobs.
Technical Skills	Comprehensive Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities.
Interpersonal/Human Relations Skills	High - Interactions are typically concerned with providing communications that may involve evaluating customer satisfaction, developing cooperative associations, and allocating resources to improve work operations, and work quality.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R 図 O □ F □ C	☐ Making presentations ☐ Observing work site ☑ Observing work duties ☑ Communicating with co-workers	Pushing/ Pulling	□ N ⊠ R □ O □ F □ C	☒ File drawers☒ Equipment☒ Tables and chairs☐ Hoses
Fine Dexterity	□ N □ R □ O □ F ⊠ C	 ☑ Computer keyboard ☑ Telephone keypad ☐ Calculator ☐ Calibrating equipment 	Climbing	□ N ⊠ R □ O □ F □ C	⊠ Stairs □ Ladders □ Step stools □ Onto equipment
Walking	□ N □ R ⊠ O □ F □ C	☒ To other departments/offices☒ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☐ Driving☐ Observing work site
Lifting	□ N ⊠ R □ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Foot Controls	⊠ N □ R □ O □ F □ C	☐ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Carrying	□ N ⊠ R □ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Balancing	□ N ⊠ R □ O □ F □ C	☑ On ladders ☐ On equipment ☐ On step stools
Sitting	□ N □ R □ O □ F ⊠ C	☑ Desk work ☑ Meetings □ Driving	Bending	□ N □ R □ O ⊠ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground☒ Making repairs
Reaching	□ N □ R □ O ⊠ F □ C	☒ For supplies☒ For files	Crouching	□ N ⊠ R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground
Handling	□ N □ R □ O ⊠ F □ C	□ Paperwork □ Monies	Hearing	□ N □ R □ O □ F ⊠ C	⊠ Communicating via telephone/radio, to co-workers/public ∐ Listening to equipment
Kneeling	□ N ⊠ R □ O □ F □ C	 ☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground 	Twisting	□ N □ R □ O ⋈ F □ C	☑ From computer to telephone☐ Getting inside vehicle
Crawling	□ N ⊠ R □ O □ F □ C	☑ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ☑ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)	•	•	,

Physical Demands (continue	d)							
Machines, Tools, Equipment		Aids:						
Telecommunications equipment for the	deaf (TDD), dis	patching equip	ment, 911/ph	one system, ra	dio equ	ipment, copy r	nachin	e, fax
machine, general office supplies, record	ling equipment.							
Computer Equipment and S	oftware:							
Positron 911/phone computers, Motorol	a Gold Elite rad	lio consoles, N	WS CAD & I	RMS, Microsof	t Winde	ows/Office, Lo	otus No	otes,
Internet, AZ Criminal Justice Information	on System, Law	Enforcement J	ustice Inforn	nation System,	CARN	AC, National 1	Law Eı	nforcement
Telecommunications System, ALETS, N	National Crime	Information Sy	stem, Merco	n digital loggir	ig recor	der.		
Environmental Factors:								
Environmental Condition	ns	Never	Seasonall	y Several T Per Mo		Several Ti Per Wee		Daily
Extreme temperature (heat, cold, extreme temp. changes from work)	om outside	\boxtimes						
Wetness and/or humidity (bodily discomfort from moisture)		×						
Respiratory hazards (fumes, gases, chemicals, dust and di	rt)	☒						
Noise and vibration (sufficient to cause hearing loss)		☒						
Physical hazards (high voltage, dangerous machinery, prisoners, patients – not customers)	aggressive	×						
Health and Safety Condition	ıs:							
Health and Safety Conditions	N = Never	R = Rarel		Occasionally		Frequently		Constantly
	Never	Less than		or more of		n 1/3 to 2/3		or more of
75	occurs	hour per we	ek	the time	of	the time	t	the time
Mechanical hazards	X							
Chemical hazards	X							
Electrical hazards	X							
Fire hazards	X							
Explosives	X							<u> </u>
Communicable diseases		X						
Physical danger or abuse	X							
Other (specify)								
Primary Work Location: Office Environment Warehouse Shop Vehicle Recreation Centers/Neighborhood Outdoors Other (Specify) Protective Equipment Requi								
N/A								

Job Demands

Overall Strength Demands:

Overall Strength Demands				
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.			
⊠ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.			
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.			
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.			
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.			

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	X			
Emergency Situations	X			
Frequent Change of Tasks	X			
Irregular Schedule/Overtime	×			
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	X			
Tedious or Exacting Work	×			
Noisy/Distracting Environment	×			
Other (Describe below.)				

EXPECTED BEHAVIOR:

Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees provide positive feedback
- Be visionary anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees

- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Tob Title of Department Director	Signature of Department Director	Date
ents:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.